

OK, I'll say it: BlackBerry fail = #firstworldproblem

Just when RIM announced that its BlackBerry outages are over, my Torch stopped receiving emails. I receive about 200 quasi-important messages a day, so you're probably thinking that I'm ready to start an #OccupyRIM movement and race to Waterloo to stage a protest about how the company ruined my life and my business for the past few days.

Even if a demonstration isn't in my future, you might think I have joined thousands of people on Twitter and Facebook who are up in arms about their recent BlackBerry problems, some calling this week "The Great BlackBerry Outage of '11."

Alas, I feel no RIM hatred. I have no desire to beat up on Co-CEO Wonderboys Mike Lazaridis and Jim Balsillie (after all, that wouldn't be very Canadian of me). As I saunter through today's newspaper headlines I try to muster up the same shock and outrage as other journalists about this "end-of-the world" scenario, but I prefer to chuckle at the lighter articles such as this one from Jane Taber, "[Blackberry outage sends MPs and Hill staffers 'back to 1985'](#)" with reports of politicians having to pick up, wait for it, an actual telephone to get work done (gasp!).

While I love technology as much as the next gal, I sometimes worry about what it's doing to us humans. Actually, I worry less about how my son and other kids play with tech toys, and more about how full grown adults are slaves to these tiny electronic devices. I spend most of my day near a computer or smartphone, but if iOS 5 is taking forever to update on my iPhone or my (mostly frivolous) BBM messages aren't going through, I can recognize that this is indeed a #firstworldproblem.

Beyond my tiny screen, there is a whole world of issues that I should care more about. I'd prefer to use technology and social media to highlight some of these causes, and work around any minor technical problems for a few days if that's what it takes.

Yes, despite our connectivity issues, life goes on. If you tried to email me this morning when my BlackBerry was down, I apologize for not getting back to you promptly. I hope you are doing OK. Rest assured, I was knee deep in other work. I took advantage of the outage: Instead of joining the outrage online, I spent an hour building a highly complex and colourful castle with my two-year-old son, complete with a covered garage for his new race car. The best part? No wireless connection required.

amber macarthur

Globe and Mail Update

Posted on Thursday, October 13, 2011 2:43PM EDT